

Children's Health Insurance Program

Core CAHPS Questions

Composite and Questions

Courtesy, Respect, and Helpfulness of Staff

This chart summarizes the responses to survey questions 27 and 28 contained in the composite, "Courtesy, Respect, and Helpfulness of Staff." Individual question-level responses are also below.

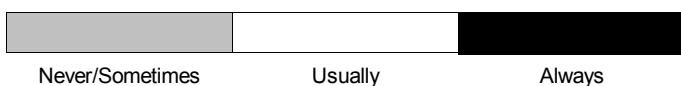
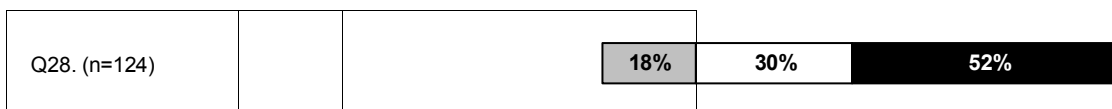
Composite



Q27. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



Q28. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.